Basic Handbook for the Palm III™ Organizer

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3.5" Software Diskettes Available

Palm Desktop software is supplied on a CD-ROM disc. If you do not have access to a CD-ROM drive for your computer, you may obtain 3.5" diskettes. See “Technical Support, Service and Repair" for the phone number to obtain these diskettes, or complete and mail (or fax) the diskette offer card supplied in the Palm III organizer product package.

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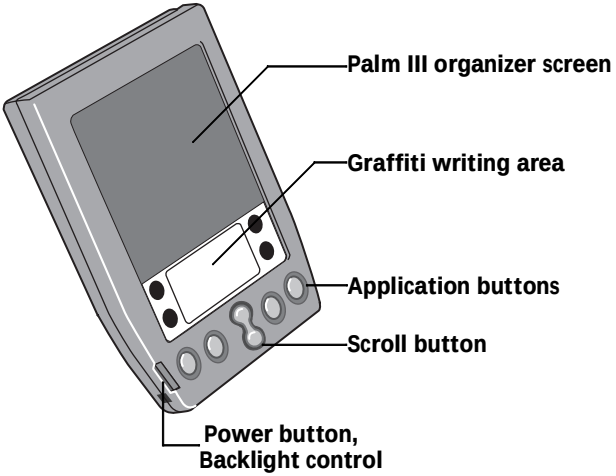
Chapter 1

Getting Started With Your Palm III™ Organizer

Congratulations on your purchase of the Palm III™ connected organizer. This handbook describes how to use your Palm III organizer. To learn about the applications that come with your Palm III organizer, refer to the *Applications Handbook for the Palm III Organizer*.

This chapter explains the physical buttons and controls on your Palm III organizer, how to install the batteries, start your Palm III organizer for the first time, and set up your Palm™ Desktop software.

Locating Front Panel Controls



Palm III organizer screen Displays the applications and information stored in your Palm III organizer. It is touch-sensitive and responds to the stylus or your finger.

Graffiti® writing area The area where you write strokes using the Graffiti alphabet. See "Writing With the Stylus" for details about how to write Graffiti character strokes.

Application buttons Activate the individual Palm III organizer applications that correspond to the icons on the buttons: Date Book, Address Book, To Do List and Memo Pad. You can reassign these buttons to activate any application on your Palm III organizer. See "Button Preferences" in the *Applications Handbook for the Palm III Organizer*.

Note: If your Palm III organizer is off, pressing any application button activates the Palm III organizer and opens the corresponding application.

Scroll button Displays text and other information that extends beyond the area of the Palm III organizer screen. Pressing the lower half of the scroll button "scrolls down" to view information below the viewing area, and pressing the upper half of the button "scrolls up" to view the information above the viewing area.

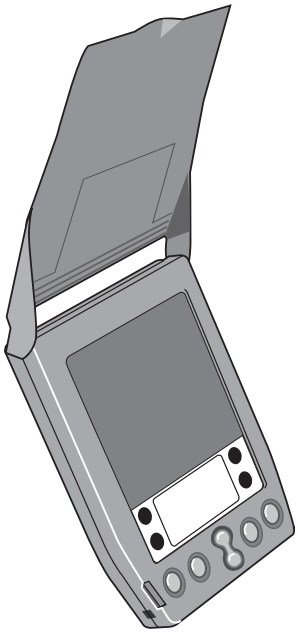
Power button

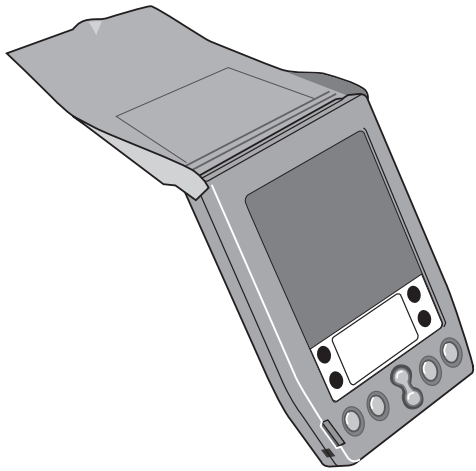
Turns your Palm III organizer on or off and controls the backlight feature. If your Palm III organizer is turned off, pressing the power button turns the unit on, and Palm III organizer returns you to the last screen you were viewing.

If your Palm III organizer is turned on, pressing the power button turns the unit off, helping to conserve battery life. Holding the power button down for about two seconds turns the backlight on or off.

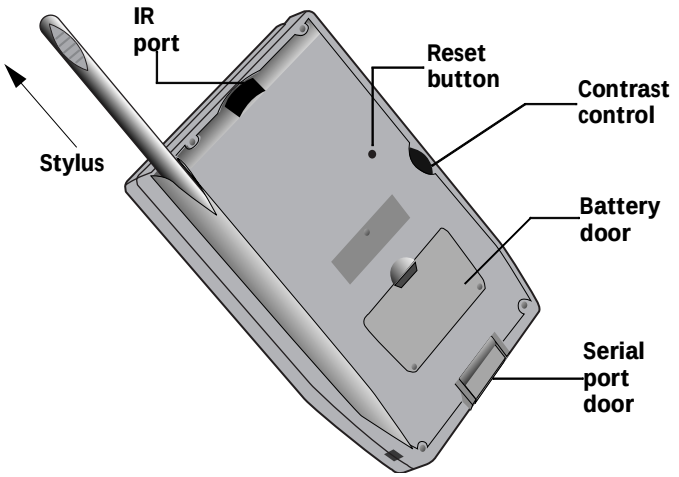
Protective Flip Cover

The cover protects the Palm III organizer screen when it is not in use and helps reduce glare while you use your Palm III organizer. You can open the cover so that it is at an angle, open it fully or remove it altogether by pulling the cover out of the holes on the sides of the Palm III organizer. To reattach the cover, reinsert the pegs in the holes.





Locating Back Panel Components



Stylus Slides in and out of the slot on the back side of the Palm III organizer. To use the stylus, remove it from the slot and hold it as you would a pen or pencil.

Important: Always use the point of the stylus for tapping or making strokes on the Palm III organizer screen. Never use an actual pen, pencil or other sharp object to write on the Palm III organizer screen.

IR port Uses infrared technology to transmit data to and receive data from other 3Com® connected organizers. See “Beaming Information to Other 3Com Connected Organizers” for more information.

Reset button Under normal use, you should never have to use the reset button. See “Resetting Your Palm III™ Organizer” for information about how to use the reset button.

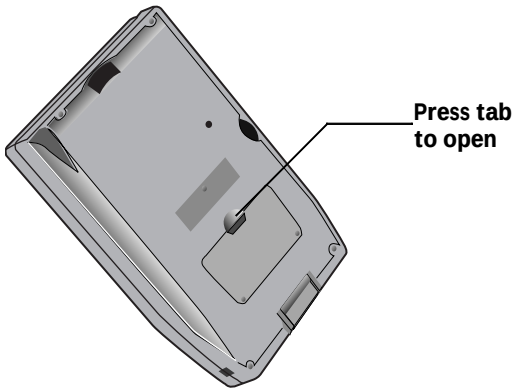
Contrast control	Adjusts the appearance of the screen for the clearest screen display. Depending on the lighting conditions or temperature of the environment where you use your Palm III organizer, you may need to adjust the setting of the contrast control.
Battery door	Covers the batteries that power your Palm III organizer. See “Installing the Batteries” for information on removing the battery door and installing batteries.
Serial port door	Protects the serial port that fits into the connector of the Palm III organizer cradle to ensure that the connection surface of the serial port remains clean and clear of debris.

Installing the Batteries

To use your Palm III organizer, you must install two AAA alkaline batteries. The batteries fit behind the battery door on the back of the Palm III organizer.

To install the batteries in your Palm III:

1. Press the latch on the battery door and lift the battery door away from the Palm III organizer.



2. Install the two AAA alkaline batteries supplied with your Palm III organizer into the battery compartment.

Note: A diagram in the interior of the battery compartment shows the orientation of the + and - ends of the batteries. When correctly installed, the clips in the battery compartment secure the batteries in place.

3. Insert the battery door back into place so that it is flush with the back of the Palm III organizer and "clicks" into position.

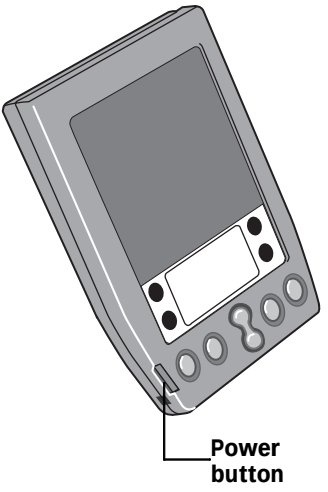
Important: Do not force the battery door. When the batteries are correctly installed, the battery door clips smoothly into place. If you feel resistance when replacing the battery door, make sure the door is aligned with the slots on the back of your Palm III organizer, and that the batteries are firmly seated in the battery compartment.

Calibrating the Screen

The first time you start your Palm III organizer the calibration screen automatically appears. Follow the steps in this section to align the internal circuitry of your Palm III organizer with its touch-sensitive screen.

To calibrate your Palm III:

1. Press the green power button on the front panel of your Palm III organizer to display the calibration screen.



Note: If necessary, adjust the contrast control located on the side of the Palm III organizer, so the alignment screen is clear and readable.

2. Remove the stylus from its storage slot on the back of the Palm III organizer.
3. Tap the exact center of each target that appears on the screen with the tip of the stylus.

After you tap each of the targets, continue with the following sections to set the time and date.

About the Backlight Feature

If you have difficulty seeing the information on your Palm III organizer, you can use the backlight feature to illuminate your screen.

Note: If you upgraded your Pilot 1000 or Pilot 5000 organizer with the 2MB memory card, the backlight feature is not available. In this case, only the operating system and applications are upgraded. To obtain the backlight feature, you must purchase a PalmPilot™ Professional or Palm III organizer.

To activate the backlight feature:

- Press the green power button and hold it down for about two seconds. Release the button when the backlight turns on.

To turn off the backlight feature:

- Press and hold the green power button for about two seconds. The backlight feature also turns off automatically (after a period of inactivity) with the Auto-off after feature.

In addition, you can use a full-screen pen stroke to activate the backlight feature. See “Buttons Preferences” in the *Applications Handbook for the Palm III Organizer* for more information.

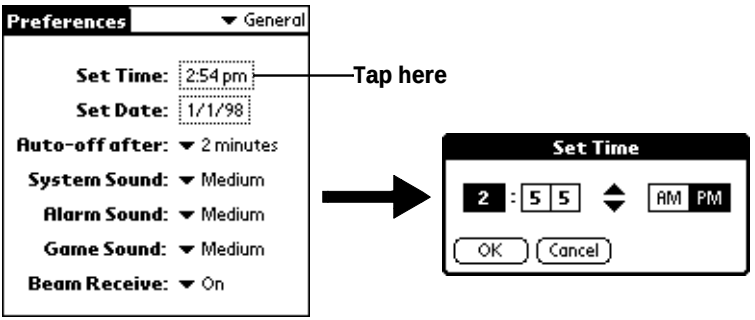
Setting the Time

The General Preferences screen is the first screen to appear after you align the digitizer on your Palm III organizer.

Note: If the General Preferences screen is not on your Palm III organizer screen, you may have pressed one of the application buttons on the front panel. See "Opening Preferences Screens" in the *Applications Handbook for the Palm III Organizer* for information on displaying the General Preferences screen.

To set the current time:

1. Tap the Set Time box in the General Preferences screen to open the Set Time dialog.



2. Tap the up or down arrows to change the hour.
3. Tap the minutes box, and then tap the arrows to adjust the settings for the current time.
4. Tap the AM or PM box to select the time of day.

   Note: Your Palm III organizer can also display time based on a 24-hour clock. See "Formats Preferences," in the *Applications Handbook for the Palm III Organizer*.

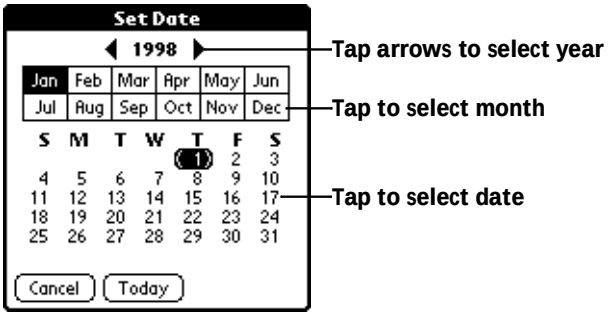
5. Tap the OK button to close the Set Time dialog and return to the General Preferences screen.

Setting the Current Date

The Set Date box in the General Preferences screen is used to set the current date for your Palm III organizer.

To set the current date:

1. Tap the Set Date box to open the Set Date dialog.
2. Tap the arrows at the top to select the current year.


Set Date
1998
Jan Feb Mar Apr May Jun
Jul Aug Sep Oct Nov Dec
S M T W T F S
1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31
Cancel Today
Tap arrows to select year
Tap to select month
Tap to select date

3. Tap a month box to select the current month.
4. Tap the current date to close the Set Date dialog and return to the General Preferences screen.

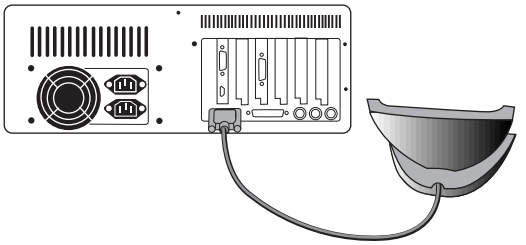
Note: You do not need to adjust the other General Preference settings at this time. See "General Preferences" in the *Applications Handbook for the Palm III Organizer* for information about the remaining options.

Connecting the Cradle

The cradle that comes with your Palm III organizer enables you to synchronize the information on your Palm III organizer and the Palm Desktop software using HotSync® technology.

To connect the cradle:

- Turn off your computer and plug the cable from the Palm III organizer cradle into the serial communications port on your computer.



Note: Your Palm III organizer requires a dedicated port. It cannot share a port with an internal modem or other device. If you are unsure about the exact location of the serial port on your computer, refer to the user's manual supplied with the computer.

Installing Palm Desktop Software

Palm Desktop organizer software extends many of the functions of your Palm III organizer to your computer. Although using Palm Desktop software is optional, when you use it with your Palm III organizer and the built-in HotSync technology, you can fully synchronize the information on your Palm III organizer with the information on your computer. Changes you make on your Palm III organizer or Palm Desktop appear in both places after you synchronize.

With Palm Desktop software you can:

- Work with your Palm III organizer applications on your computer. Palm Desktop duplicates the Date Book, Address Book, To Do List and Memo Pad applications on your Palm III organizer, so you can view, enter and modify any data stored on your Palm III organizer.

- Back up the data stored on your Palm III organizer with HotSync technology and synchronize the data with Palm Desktop. Synchronization is a one-step procedure that ensures your data is always safe and up-to-date. See the "HotSync" chapter in the *Applications Handbook for the Palm III Organizer* for information about using this feature.
- Import and export data, so you can easily transfer data from other Windows applications into Address Book or Memo Pad.
- Print your Date Book, Address Book, To Do List and Memo Pad information on any Windows-compatible printer.

System Requirements

To install and operate Palm Desktop, your computer system must meet the following requirements:

Minimum Requirements

- Windows 95 or Windows NT 4.0
- IBM-compatible 486 computer or higher
- 8 MB RAM (memory) *minimum*, 16 MB recommended
- 12 MB available hard disk space
- VGA monitor or better (the Palm Quick Tour requires a 256 color video display)
- CD-ROM drive
  (3.5" diskettes available upon request. See "Technical Support, Service and Repair" for information.)
- Mouse
- One available serial port

Optional Equipment

- Modem (such as PalmPilot Modem)
- Windows-compatible printer

Software Installation

The following instructions guide you through installing Palm Desktop software. After you install the software, refer to the Help menu for complete information about how to use Palm Desktop.

To ensure a safe and uninterrupted installation of the Palm Desktop software, please do the following before installing:

- Connect the cradle to your computer.
- If you have placed your Palm III organizer in the cradle, remove it during software installation.
- Exit all programs, including those that run automatically at startup, such as fax software, virus protection software, screen-saver software, and application toolbars such as Microsoft Office.
- If you are installing from diskettes (rather than the CD-ROM), make sure the original Palm Desktop diskettes are write-protected, and then make backup copies of them. When you finish, use the copies to install the software, and store the original diskettes in a safe place. Refer to your computer's manual or Windows User Guide if you need information about locking or copying diskettes.
- Do *not* simply copy the Palm Desktop files to your hard drive. You must use the installer to place the files in their proper locations and to decompress the files.

To install Palm Desktop software:

1. Exit any open Windows programs and disable any virus-scanning software.
2. Insert the Palm Desktop CD-ROM into the computer's CD-ROM drive (or insert the diskette labeled Setup into the diskette drive).
3. Wait for the introduction screen to appear.
4. Click the Install button to begin the installation procedure.
5. Follow the instructions on the screen to complete the installation.

Chapter 2

Working with Your Palm III™ Organizer

This chapter explains how to open applications, use the on-screen keyboard, write with the stylus and use common features on your Palm III™ connected organizer.

Selecting Applications

Your Palm III organizer is equipped with a variety of applications. All the applications installed on your Palm III organizer appear in the Applications Launcher. You can use the Applications Launcher to open any application installed on your Palm III organizer. You can also open the four main applications — Date Book, Address Book, To Do List and Memo Pad — with the buttons on the front panel your Palm III organizer.

Tip: When you press the buttons on the front panel, you have instant access to the selected application. You don't even need to turn on your Palm III organizer first.

In addition to providing a way for you to open applications, the Applications Launcher displays the current time, battery level and application category.

To open applications:

1. Tap the icon on the Palm III organizer screen to open the Applications Launcher.

2. Tap the icon of the application that you want to open. If you have many applications installed on your Palm III organizer, tap the scroll bar to see all of your applications.

   Tip: As a shortcut, you can write the Graffiti® handwriting software character stroke for the first letter of the application you want to use. The Applications Launcher scrolls to the first application that begins with that letter.

Switching Applications

When working in any application, you can tap the icon or press the buttons on the front panel to switch to any other application. Your Palm III organizer saves your work in the current application and displays it when you return to the current screen.

Changing the Applications Launcher Display Format

By default the Applications Launcher displays each application as an icon. As an alternative, you can choose to show a list of applications.

To change the Applications Launcher display:

1. Tap the icon on the Palm III organizer screen to open the Applications Launcher.
2. Tap the icon on the Palm III organizer screen to open the Applications Launcher menus.
3. Tap Preferences from the Options menu to open the Preferences dialog.

4. Tap the View By pick list and select the List option.
5. Tap the OK button to close the Preferences dialog and display the Applications Launcher in list format.

Displaying Applications by Category

The category feature enables you to limit the number of applications that appear on the screen. You can assign categories to your applications and then choose to display a single category or all your applications.

To display applications by category:

1. Tap the icon on the Palm III organizer screen to open the Applications Launcher.
2. Tap the icon on the Palm III organizer screen to open the Applications Launcher menus.
3. Tap Category from the App menu to open the Category dialog.

4. Tap the pick list next to each application to assign it to a category.

   Tip: To create a new category, tap Edit Category from the pick list to open the Edit Categories dialog. Tap the New button, enter the category name, and then tap the OK button to add the category. Tap OK to close the Edit Categories dialog.

5. Tap the Done button to close the Category dialog and return to the Applications Launcher.

6. Tap the pick list in the upper-right corner of the screen and select the application category you want to display.

   Tip: You can also tap the icon to scroll through the application categories.

Using the On-Screen Keyboard

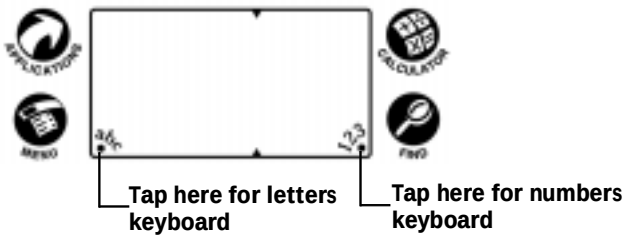
You can activate the on-screen keyboard any time you need to enter text or numbers on your Palm III organizer. Note that you cannot enter Graffiti characters while using the on-screen keyboard.

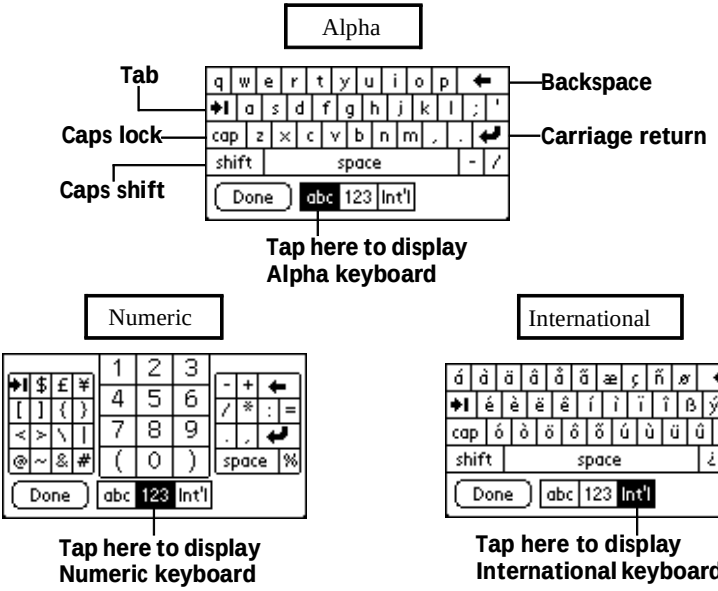
To use the on-screen keyboard:

1. Open any Palm III organizer application (such as the Memo Pad application, as described in the previous section).

2. Tap any record name, or tap the New button.

3. Tap the left target to open the Alpha keyboard, or tap the right target to open the Numeric keyboard.





4. Tap the characters of the on-screen keyboard to enter text and numbers.

   Note: The on-screen keyboard also includes a dialog for international characters. You can switch among the three dialogs at any time to enter the exact text you need.

5. After you finish, tap the Done button to close the on-screen keyboard and place the text in your Palm III organizer application.

Writing With the Stylus

Your Palm III organizer includes Graffiti handwriting software as the primary system for entering text and numbers. Graffiti is a system where simple strokes you write with the stylus are instantly recognized as letters or numbers.

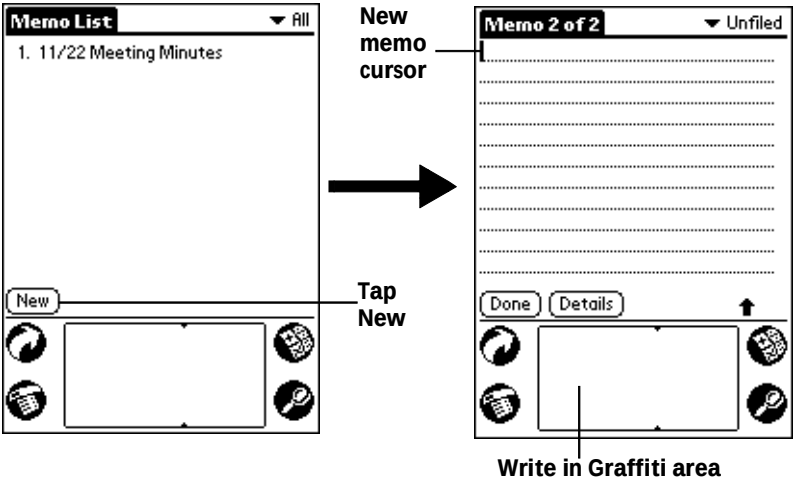
This section explains the basics of Graffiti, and how to make strokes in the Graffiti writing area. Your Palm III organizer also includes Giraffe — a game you can use to practice writing Graffiti. See “Installing Games” for instructions on how to install Giraffe.

Opening the Memo Pad Application

The Memo Pad application is ideal for practicing the Graffiti alphabet. This section explains how to open the Memo Pad and use it to practice Graffiti. A complete explanation of the Memo Pad application appears in the *Applications Handbook for the Palm III Organizer*.

To open the Memo Pad application:

1. Press the button on the front of your Palm III organizer to open the Memo Pad application.
2. Tap the New button to open a new Memo Page.



Note: A cursor appears in the upper-left corner of the Memo Page to indicate where new text will appear.

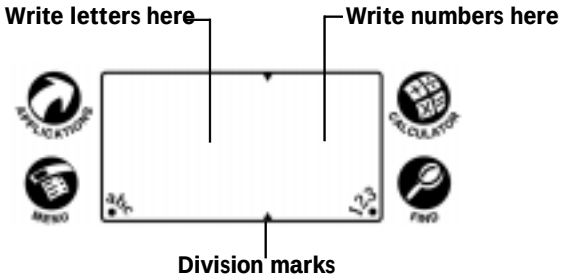
Writing Letters With Graffiti

Most people find they can enter text quickly and accurately with only minutes of practice. Graffiti includes any character you can type on a standard keyboard. The Graffiti strokes closely resemble those of the regular alphabet which makes it quick and easy to learn. For example, the following Graffiti strokes are portions of the regular alphabet equivalents.

There are four basic concepts for success with Graffiti:

- If you draw the character shape exactly as shown in the tables later in this chapter (like the shapes shown in the following diagram), you achieve 100% accuracy.

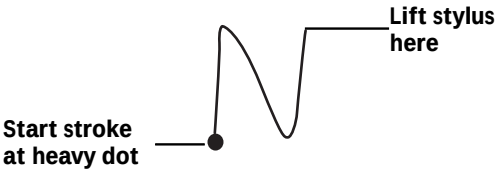
- The heavy dot on each shape shows where to begin the stroke. Certain characters have similar shapes, but different beginning and end points. Always begin the stroke at the heavy dot.
- Most characters require only a single stroke. When you lift the stylus from the Graffiti writing area, your Palm III organizer recognizes and displays the text character immediately.
- The Graffiti writing area is divided into two parts: one for writing the letters of the alphabet and one for writing numbers. The small marks at the top and bottom of the Graffiti writing area indicate the two areas.



To write letters of the alphabet with Graffiti:

1. Tap the screen where you want your text to go.
2. Use the table on the next page to find the stroke shape for the letter you want to create. For example, the stroke shown below creates the letter "n."

Note: There are two different stroke shapes available for some letters. For these letters, choose the one that's easiest for you.



As you'll see later, you use these shapes to create both upper- and lowercase letters.

3. Position the stylus in the left-hand side of the Graffiti writing area.
4. Start your stroke at the heavy dot, and draw the stroke shape as it appears in the table.

   Note: Don't try to draw the dot shape itself. The heavy dot is there to show the starting point of the stroke.

5. Lift the stylus from the screen at the end of the stroke shape.

That's all there is to it! When you lift the stylus from the screen, your Palm III organizer recognizes your stroke immediately and prints the letter at the insertion point on the screen.

As soon as you lift the stylus from the screen, you can begin the stroke for the next character you want to write.

Important: You must begin the character strokes in the Graffiti writing area. If you do not make Graffiti strokes in the Graffiti writing area, your Palm III organizer does not recognize them as text characters.

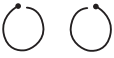
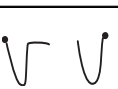
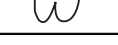
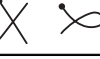
Graffiti Tips

When writing with Graffiti, keep these tips in mind:

- Accuracy improves when you write large characters. You should draw strokes that nearly fill the Graffiti writing area.
- To delete characters, simply set the insertion point to the right of the character you want to delete and make the backspace stroke (a line from right to left) in the Graffiti writing area.
- Write at natural speed. Writing too slowly can generate recognition errors.
- Do not write on a slant. Vertical strokes should be parallel to the sides of the Graffiti writing area.

The Graffiti Alphabet

Letter	Strokes
A	
B	
C	
D	
E	
F	
G	
H	
I	
J	
K	
L	
M	

Letter	Strokes
N	
O	
P	
Q	
R	
S	
T	
U	
V	
W	
X	
Y	
Z	

Space	
Carriage Return	

Back Space	
Period	*tap twice*

Writing Capital Letters With Graffiti

You make capital letters with the same stroke shapes as the basic alphabet characters. To make capital letters, you must first "shift" to caps — just as you press the Shift key on a keyboard — and then write the character strokes.

Note: Graffiti includes a Smart Shifting feature which automatically capitalizes the first letter when you create a new entry (by tapping a New button or a blank line).

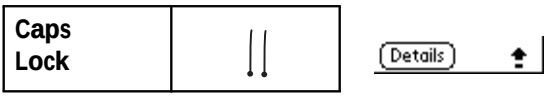
To draw the first letter of a word as a capital letter:

- Use the Caps Shift stroke:

Tip: When Caps Shift is active, an "up arrow" symbol appears in the lower-right corner of the Palm III organizer screen.

To enter only capital letters (Caps Lock):

- Use the Caps Lock stroke:



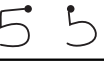
Tip: When Caps Lock is active, an underlined "up arrow" symbol appears in the lower-right corner of the Palm III organizer screen. To return to lowercase, make the Caps Shift stroke.

Writing Numbers With Graffiti

Writing numbers with Graffiti is similar to writing letters of the alphabet, except that you make the character strokes on the right-hand side (numbers side) of the Graffiti writing area.

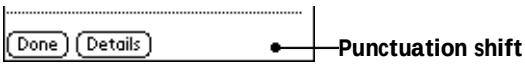
Graffiti Numbers

Number	Strokes
0	
1	
2	
3	
4	

Number	Strokes
5	
6	
7	
8	
9	

Writing Punctuation Marks With Graffiti

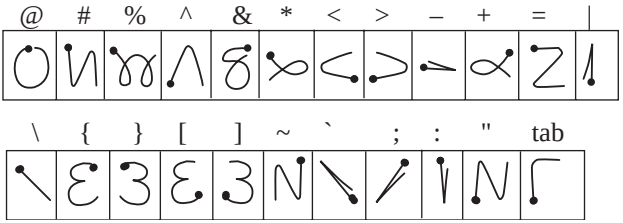
Graffiti can create any punctuation symbol that you can enter from a standard keyboard. All punctuation marks begin with a single tap on the Graffiti writing area. When you make this tap, you activate Punctuation Shift and a dot appears to show it is active. The next stroke you make with the stylus creates a punctuation mark.



Symbol	Stroke
Period .	
Comma ,	
Apostrophe '	
Question ?	
Exclamation !	

Symbol	Stroke
Dash —	
Left Paren (	
Right Paren)	
Slash /	
Dollar $	

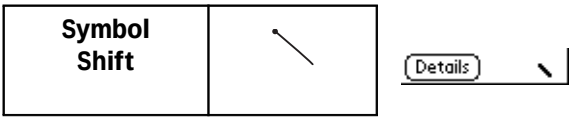
Additional Graffiti Punctuation



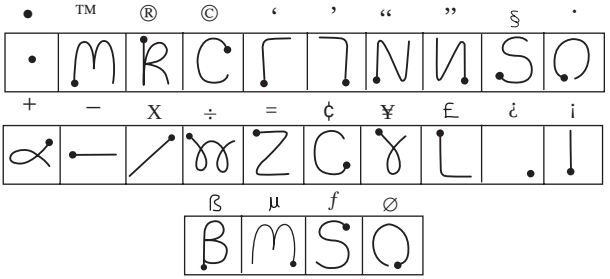
Note: When Punctuation Shift is active, you can make a symbol stroke anywhere in the Graffiti writing area (the letters *or* numbers side).

Writing Symbols and Extended Characters

All symbols and extended characters begin with the stroke in the Graffiti writing area of your Palm III:



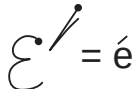
When the Symbol Shift is active, a slanted shift symbol appears in the lower-right corner of the screen. The next stroke that you make creates the symbol or extended character.



Writing Accented Characters

To create accented characters, draw the stroke normally used to create the letter, followed by an accent stroke. Graffiti then adds the accent to the letter.

For example, the following diagram shows the strokes required to draw an accented "e."



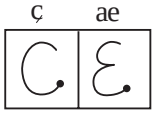
Accent Strokes

Using these accent strokes, you can write the following accented letters:

à á â ã ä å è é ê ‘ “ ’ ” • ò — ô õ ö ù ú û ü – ÿ

Additional Non-English Characters

You can write the following characters in the lowercase alphabet mode without any special punctuation or shifting:



Note: You must write these non-English characters in the left side of the Graffiti writing area.

Navigation Strokes

In addition to character symbols, Graffiti includes special strokes that you can use to navigate within text or fields in your Palm III organizer applications.

Command	Stroke
Move cursor right	
Move cursor left	
Previous field (Address Book only)	
Next Field (Address Book only)	
Open Address Record (Address Book only)	

Graffiti ShortCuts

Graffiti's ShortCuts make entering commonly used words or phrases quick and easy. ShortCuts are similar to the Glossary or Autotext features of some word processors.

Graffiti comes with several predefined ShortCuts, and you can also create your own. Each ShortCut can represent up to 45 characters. For example, you might create a ShortCut for your name, or for the header of a memo. See "ShortCuts Preferences" in the *Applications Handbook for the Palm III Organizer* to learn about creating your own ShortCuts.

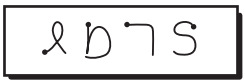
To use a ShortCut, draw the ShortCut stroke followed by the ShortCut characters. When you draw the ShortCut stroke, the ShortCut symbol appears at the insertion point to show that you are in ShortCut mode.

ShortCut	

Your Palm III organizer includes the following predefined Graffiti ShortCuts:

Entry	*ShortCut*	*Entry*	*ShortCut*
Date stamp	**ds**	Breakfast	**br**
Time stamp	**ts**	Lunch	**lu**
Date / time stamp	**dts**	Dinner	**di**
Meeting	**me**		

For example, if you want to enter the current date and time, you would draw the following strokes:



Using Application Controls

Palm III applications include several types of controls. Once you become familiar with using these controls, you can easily select options and navigate through your Palm III organizer applications. The following table lists the controls and how to use them.

Check box. When a check mark appears in a check box, the corresponding option is active. If a check box is empty, tap it to insert a check mark. If a check box is checked, tapping it removes the check mark.

Scroll arrows. Tap the up arrow to display the previous page of information, or tap the down arrow to display the next page. These arrows perform the same function as pressing the upper and lower portions of the scroll button on the front panel of the Palm III organizer.

Pick list. Tap the arrow to display a list of choices, and then tap an item on the list to select it.

Button. Tap a button to perform a command. Buttons appear with different text depending on their function. In most cases, tapping a button opens or closes a dialog. A dialog is a screen that appears on your Palm III organizer, prompting you to enter information or make settings. A dialog always contains an OK, Cancel or Done button, so you can close the dialog when you are through with it. The on-screen keyboard is an example of a dialog.

Scroll bar. Drag the slider to scroll the display one line at a time. To scroll to the previous page, tap the arrow at the top of the scroll bar. To scroll to the next page, tap the arrow at the bottom of the scroll bar.

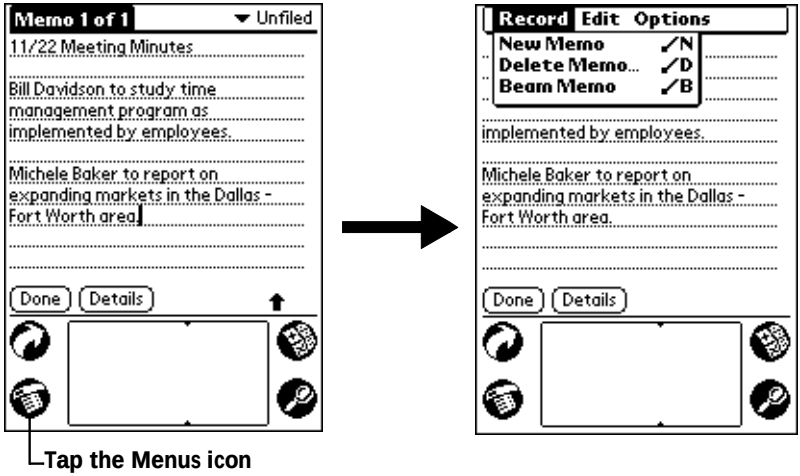
Using Menus

Menus are a special set of commands that are available in most of your Palm III organizer applications (Memo Pad, Date Book, etc.). The exact commands that appear in the menus depend on the application that is currently running on your Palm III organizer.

Some menu commands are common to all Palm III organizer applications. The common menu commands are described in this section; other menu commands are described in the chapters about each Palm III organizer application in the *Applications Handbook for the Palm III Organizer*.

To activate the menus:

1. Open a Palm III organizer application (such as the Memo Pad, as described earlier in this chapter).
2. Tap the icon to open the menus for the application at the top of the screen.


Memo 1 of 1
Unfiled
11/22 Meeting Minutes
Bill Davidson to study time management program as implemented by employees.
Michele Baker to report on expanding markets in the Dallas - Fort Worth area.
Done
Details
Record Edit Options
New Memo /N
Delete Memo... /D
Beam Memo /B
Tap the Menus icon

In this example, three menus are available: Record, Edit and Options. The Record menu is selected and contains the "New Memo," "Delete Memo" and "Beam Memo" commands.

Choosing a Menu

After you activate the menus for an application, tap the menu that contains the command you want to use.

The menus and menu commands that are available depend on the application that is currently running on your Palm III organizer. Also, the menus and menu selections vary depending on *which part* of the application is currently on the screen. Using the Memo Pad application as an example, the menus are different for the Memo List screen and the Memo screen.

Graffiti Menu Commands

Most menu commands have Graffiti "Command stroke" equivalents — similar to keyboard commands on computers. The command letters appear on the right side of the menu commands.

To use the Graffiti menu commands, draw the Command stroke followed by the corresponding command letter. When you draw the Command stroke, the Command symbol appears just above the Graffiti writing area to indicate that you are in Command mode.

Command	

For example, to activate the Select All command in the previous diagram, draw the Command stroke, followed by the letter "s."

Note: You do not have to tap the icon or access the menus when you use the Graffiti menu commands. However, since the Command mode is active for approximately two seconds, you must write the letter character immediately to activate the menu command.

Edit Menu Commands

The Edit menu is available with any screen where you enter or edit text. In general, the Edit Menu commands available in the Edit menu apply to text that you *select* in an application.

To select text in an application:

1. Tap the beginning of the text that you want to select.
2. Drag the stylus over the text to highlight it (in black).

   Note: You can drag *across* the text to select additional words, or drag *down* to select a group of lines.

The following commands may appear in an Edit menu:

Undo	Reverses the action of the *last edit* command. For example, if you used the Cut command to remove text, the Undo command replaces the text you removed.
Cut	Removes the selected text and stores it temporarily in the memory of your Palm III organizer. You can paste the text you cut into another area of the Palm III organizer application or into a different Palm III organizer application.
Copy	Copies the selected text and stores it temporarily in the memory of your Palm III organizer. You can paste the text that you copy into another area of the Palm III organizer application or into a different Palm III organizer application.
Paste	Inserts the text that you cut or copied at the selected point in your Palm III organizer application. The Paste command replaces any selected text. If you did not previously cut or copy text, the Paste command does nothing.
Select All	Selects all of the text on the current record or screen. This enables you to cut or copy all of the text and paste it elsewhere.
Keyboard	Opens the on-screen keyboard. When you finish with the on-screen keyboard, tap the Done button.
Graffiti Help	Opens the dialogs that show the Graffiti character strokes. Use this command any time you forget a stroke for a particular character.

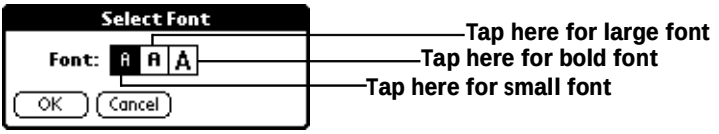
Choosing Fonts

In most of your Palm III organizer applications, you can change the font style to make the text on the screen easier to read. You can even choose a different font style for each application that supports this feature.

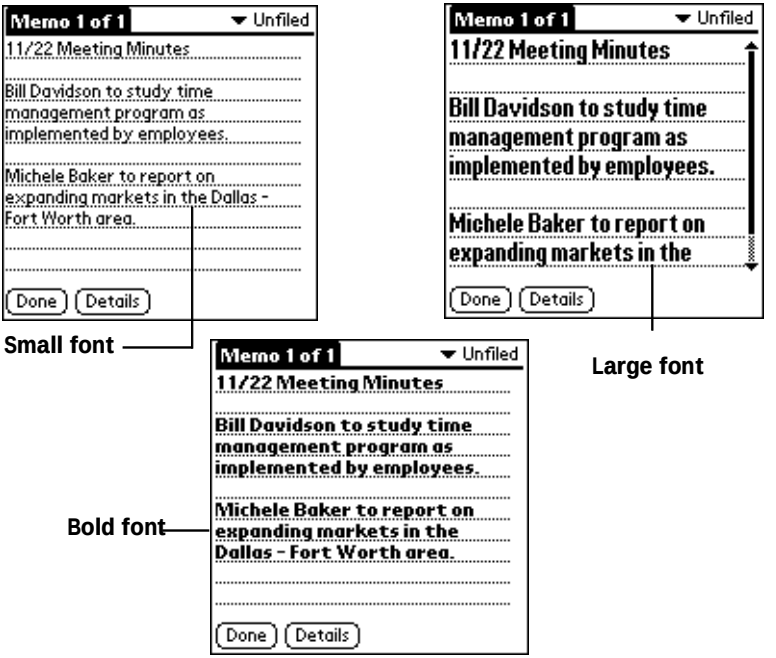
Note: The Expense application does not support changing fonts.

To change the font style:

1. Open a Palm III organizer application.
2. Tap the icon to open the menus at the top of the screen.
3. Tap Font from the Options menu to open the Select Font dialog.



4. Tap the font style you want to use.
5. Tap the OK button to close the dialog and return to the application with the new font style.


Memo 1 of 1
Unfiled
11/22 Meeting Minutes
Bill Davidson to study time management program as implemented by employees.
Michele Baker to report on expanding markets in the Dallas - Fort Worth area.
Done
Details
Small font
Memo 1 of 1
Unfiled
11/22 Meeting Minutes
Bill Davidson to study time management program as implemented by employees.
Michele Baker to report on expanding markets in the
Done
Details
Large font
Memo 1 of 1
Unfiled
11/22 Meeting Minutes
Bill Davidson to study time management program as implemented by employees.
Michele Baker to report on expanding markets in the Dallas - Fort Worth area.
Done
Details
Bold font

Using Categories

Categories can help you group Address entries, To Do items or Memos for easy review. You cannot, however, assign categories to Date Book events.

When you first create an entry, it is "Unfiled," which means it does not belong to any particular category. You can leave an entry as Unfiled or assign it to a category at any time. Either way, the entry is always available until you delete it. The category you choose is used only for sorting and reviewing records. The category you select does not affect the actual contents of the record.

Note: The use of categories is optional. You do not need to assign categories to use Palm III organizer applications.

To assign a category to an entry:

1. Tap a To Do item or Memo, or tap an Address Book entry then tap the Edit button in the Address View screen (refer to the descriptions in the *Applications Handbook for the Palm III Organizer* for details).
2. Tap the Details button to open the Details dialog.
3. Tap the Category pick list to display a list of available categories.

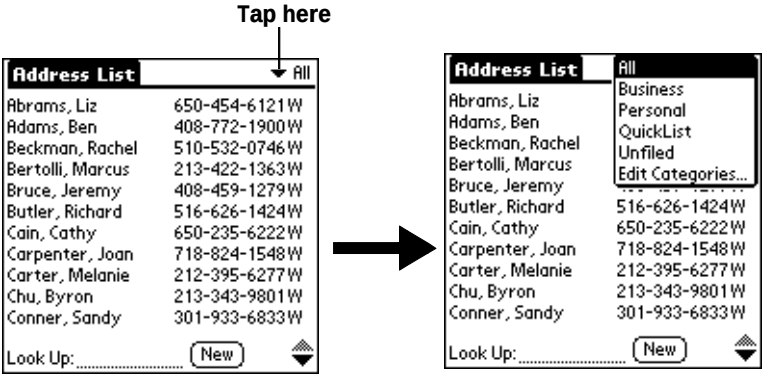
4. Tap the category that you want to assign to the entry.
5. Tap the OK button to close the Details dialog and activate your setting.

Using Categories in Lists

After you assign categories to your entries, you can easily display lists of your entries by category.

To use categories in a List screen:

1. Tap the category pick list in the upper-right corner of the List screen.



2. Tap the category of entries that you want to view.

   Note: The List screen changes to show only the records that you filed in the selected category.

3. Repeat the previous steps, and tap All in the category pick list to restore the list of all Address Book entries.

   Tip: Pressing the application button on the front panel of the Palm III organizer toggles through the available categories.

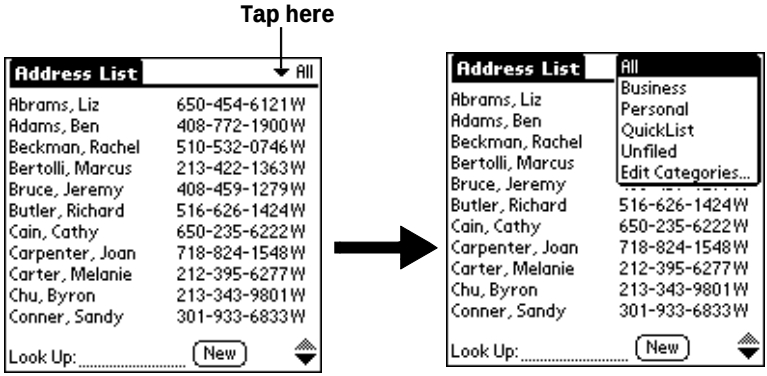
Defining a New Category

Your Palm III organizer comes with two default categories: Business and Personal. In addition, the Address Book contains the QuickList category, designed as a "quick reference" of commonly used names, addresses and phone numbers (such as doctor, lawyer, etc.).

You can change the names of these default categories, or add new categories to suit your needs. You can define up to 15 categories for each application.

To define a new Address Book category:

1. Tap the category pick list in the upper-right corner of the screen.



2. Tap the Edit Categories item to open the Edit Categories dialog.

3. Tap the New button to open another Edit Categories dialog.

4. Enter the name of the new category, and tap the OK button to close the Edit Categories dialog.
5. Tap the OK button to close the first Edit Categories dialog and view your new category in the pick list.

Note: You can edit any of your records and file them in the new categories as appropriate.

Renaming Categories

You can also use the Edit Categories dialog to change the names of any existing category.

To change the name of an Address Book category:

1. Tap the category pick list in the upper-right corner of the screen.
2. Tap the Edit Categories item to open the Edit Categories dialog.

3. Tap the category that you want to rename, and then tap the Rename button to open another Edit Categories dialog.

4. Enter the new name that you want to assign to the category, and tap the OK button to close the Edit Categories dialog.
5. Tap the OK button to close the first Edit Categories dialog and view the new name in the pick list.

Note: You can "merge" two or more Categories by assigning them the same name. For example, if you change the name of the "Personal" category to the name "Business," all entries formerly in the Personal category appear in the Business category.

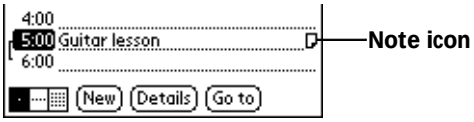
Attaching Notes

Palm III organizer applications (except the Memo Pad) enable you to attach a note to an entry. A note is anything that you want to write, and can be up to several thousand characters long. For example, if you have an appointment in the Date Book application, you could attach a note with directions to the location.

To attach a note to an entry:

1. Display the entry where you want to add a note.
2. Tap the Details button to open the Details dialog.
3. Tap the Note button to open the Note dialog.
4. Write Graffiti character strokes (or use the on-screen keyboard) for the text you want to appear in the note. Use the Carriage Return stroke to move down to new lines in the note.
5. Tap the Done button to close the note and return to the application screen.

Note: A small note icon appears at the right side of any item that has a note attached. To review or edit a note, tap the icon.



Marking Private Entries

In Palm III organizer applications you can mark individual entries as Private. Private entries remain visible and accessible until you change the Palm III organizer Security setting to hide all Private entries. See "Security" in the *Applications Handbook for the Palm III Organizer* for complete information about how to activate and use the Palm III organizer Security settings.

To mark an entry as Private:

1. Display the entry that you want to mark as Private.
2. Tap the Details button to open the Details dialog.
3. Select the Private check box to insert a check mark and mark the entry as Private.

Beaming Information to Other 3Com® Connected Organizers

Your Palm III organizer is equipped with an IR (infrared) port that you can use to "beam" information from one 3Com® connected organizer to another. The IR port is located at the top of the Palm III organizer behind the small dark shield.

Note: If you are using a device other than a Palm III organizer, please confirm that your device includes the required infrared hardware before you use this feature.

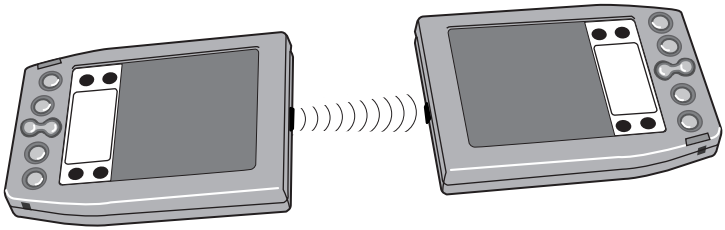
You can beam the following information between 3Com connected organizers:

- The current Address Book, Date Book, To Do List or Memo Pad entry
- All the Address Book, To Do List or Memo Pad entries in the current category
- A special Address Book entry which you designate as your "business card" (see "Beaming Address Entries to Other 3Com Connected Organizers" in the *Applications Handbook for the Palm III Organizer* for details)
- An application installed in RAM memory

To beam information:

1. Locate the entry, category, business card or application you want to beam.
2. Tap the Beam command from the Record menu to open the Beam Status dialog. (See the *Applications Handbook for the Palm III Organizer* for details.)
3. Point the IR port directly at the IR port of the receiving 3Com connected organizer.

   Tip: For best results, the 3Com connected organizers should be between five centimeters (approximately 2 inches) and one meter (approximately 40 inches) apart, and the path between the two devices must be clear of obstacles.



4. Wait for the Beam Status dialog to indicate that the transfer is complete before you continue working on your Palm III organizer.

To receive beamed information:

1. Turn on your Palm III organizer.
2. Point the IR port directly at the IR port of the transmitting 3Com connected organizer to open the Beam Status dialog.
3. Tap the Yes button to accept the transmission.
4. Wait for the Beam Status dialog to indicate that the transfer is complete, and then tap the OK button to display the new entry.

Note: Incoming entries are filed under the “Unfiled” category.

Chapter 3

Finding Information With Your Palm III™ Organizer

This chapter explains how to locate information on your Palm III™ connected organizer with the Find command and the Phone Lookup command.

Using the Find Command

The Find command locates any text that you specify and is available in any Palm III organizer application. You can search for whole words or the beginning letters of a word. The Find command automatically searches all the data on your Palm III organizer and lists which applications contain the text.

For example, suppose you want to find a particular name, but aren't sure where you stored it. The Find command immediately lists all instances of that name and enables you to jump directly to the name.

To use the Find command:

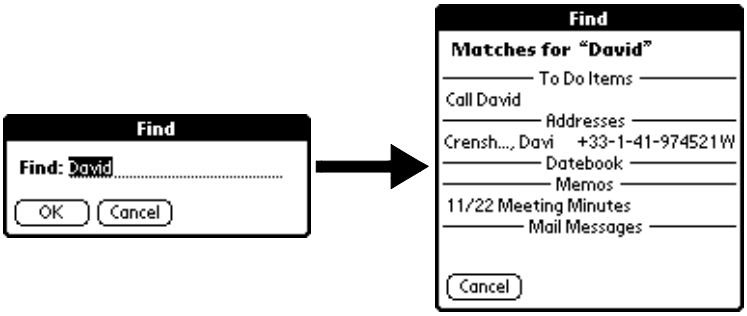
1. Tap the icon from any Palm III organizer application to open the Find dialog.

   Tip: If you select text in a Palm III organizer application before you tap the Find button, the selected text automatically appears in the Find dialog.

2. Enter the text that you want to find in your Palm III organizer.

   Note: The Find command is *not* case-sensitive. In other words, searching for the name "davidson" also finds "Davidson." The Find command also searches the contents of notes.

3. Tap the OK button to display a list of all instances of the text that you specified.



Note: As your Palm III organizer searches for the text, you can tap the Stop button at any time. You may want to do this if the entry you want appears before your Palm III organizer finishes the search. To continue the search after you tap Stop, tap the Find More button.

4. Tap the text that you want to review to display the selected entry and its corresponding Palm III organizer application on the screen.

Using Phone Lookup

In addition to using the Find feature to locate text, you can search for and display phone numbers with the Phone Lookup menu command. After you find a phone number, you can paste it directly into a Palm III organizer application.

For example, if you want to include a phone number in a memo, you could use the Phone Lookup feature to find the phone number and transfer it directly into the memo.

To use the Phone Lookup command:

1. Display the entry where you want to insert a phone number. This can be an event in the Date Book, a To Do List Item or a memo in the Memo Pad application.

   Note: The Phone Lookup feature is not available in the Address Book and Expense applications.

2. Tap the icon to open the menus for your application.
3. Tap Phone Lookup from the Options menu to display the Phone Number Lookup screen.

4. Tap the phone number you want to use.

   Note: To find a phone number more quickly, you can enter the first letter of the name you want to find in the Look Up line at the bottom of the screen. The list automatically scrolls to the first name that starts with that letter. You can continue to add letters to narrow your search.

5. Tap the Add button to close the Phone Number Lookup screen and paste the name and phone number you selected into the entry you selected in step 1.

Phone Lookup Tips

You can also use the Graffiti® Command stroke "/L" to activate the Phone Lookup feature.

- You can use Phone Lookup while entering text. For example, to insert the full name and phone number for someone with the last name "Williams," you would write the Graffiti characters for "Wi" and then the Phone Lookup Command stroke "/L."

  Assuming you have only one Address Book entry that begins with "Wi," your Palm III organizer inserts the full name "Williams" (and the corresponding phone number). If you have more than one name that begins with "Wi," the Phone Lookup screen appears.

- The Phone Lookup feature also works for selected text. Drag to highlight the text, and then write the Phone Lookup Command stroke "/L." Your Palm III organizer replaces the selected text and adds the phone number to the name that it finds.

Chapter 4

Installing and Removing Applications

This chapter explains how to install and remove applications on your Palm III™ connected organizer and how to remove the Palm™ Desktop software from your computer.

Installing Applications

Your Palm III organizer comes with the Date Book, Address Book, To Do List, Memo Pad, Expense, Calculator and Mail applications installed and ready to use.

You can also install additional applications on your Palm III organizer, such as games and other Palm-compatible software. The Palm Install Tool makes it quick and easy to install software on your Palm III organizer during a HotSync® operation. There are a variety of third-party applications available for your Palm III organizer. To learn more about these applications, visit our web site: http://www.palm.com.

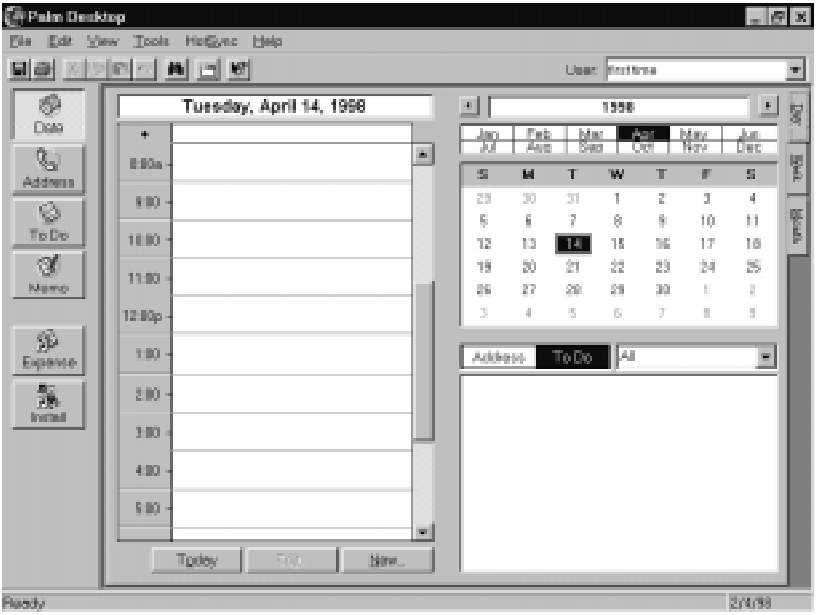
Note: Any game or application that you install on your Palm III organizer resides in RAM memory. A hard reset on the Palm III organizer automatically deletes these applications; you can also delete them manually.

To install software on your Palm III organizer:

1. Copy the application you want to install into the Add-on subfolder in your Palm folder on your computer.

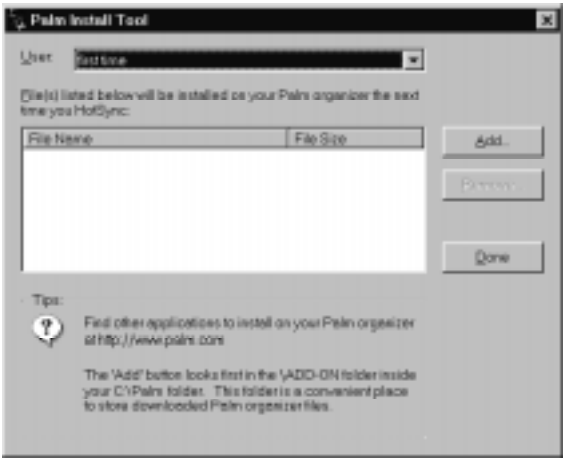
   Note: If you prefer to copy the application into another folder, you need to navigate to that folder before you complete step 5.

2. Double-click the Palm Desktop icon on your Windows desktop (or select Palm Desktop from the Start menu) to open the Palm Desktop software.

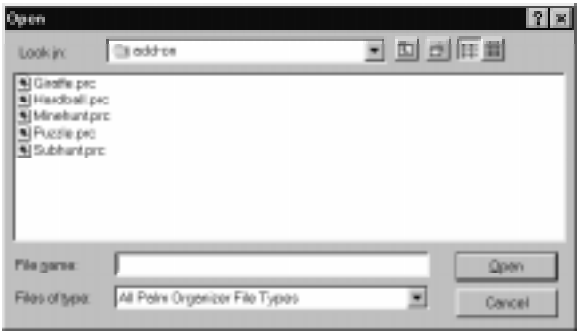


3. Click the Install button to open the Palm Install Tool dialog.

Tip: You can also access the Install Tool dialog by selecting Install Tool from the Palm Desktop program group or by double-clicking any file with a PRC file extension.


Palm Install Tool
User:
File(s) listed below will be installed on your Palm organizer the next time you HotSync:
File Name
File Size
Add...
Remove
Done
Tips:
Find other applications to install on your Palm organizer at http://www.palm.com
The 'Add' button looks first in the \ADD-ON folder inside your C:\Palm folder. This folder is a convenient place to store downloaded Palm organizer files.

4. Select the name that corresponds to your Palm III organizer in the User drop-down list.
5. Click the Add button to open the Open dialog.



6. Click the application(s) that you want to install on your Palm III organizer.
7. Click the Open button to return to the Install Tool dialog.

   Note: Review the list of applications you selected in the Install Tool dialog. If you do not want to install an application, click it and then click the Remove button. (This does not remove the application from your computer, it simply removes it from the list of applications to install.)

8. Perform a local HotSync® operation to install the application(s) you selected in step 6. See "Conducting a Local HotSync Operation" in the *Applications Handbook for the Palm III Organizer* for details.

Installing Games

The CD-ROM that comes with your Palm III organizer includes several games that you can install with the Palm Install Tool. These games include:

- **HardBall**
- **Puzzle**
- **Giraffe**
- **MineHunt**
- **SubHunt**

Note: Giraffe is a fun, easy way for you to practice writing Graffiti®.

After you install and start a game, the instructions appear in the Game menu. Depending on the game, the Game menu may also contain commands to show high scores, to start a new game or to set Preferences for the game.

Removing Applications

In the event that you run out of memory or decide that you no longer need an application you installed, you can remove applications from your Palm III organizer. You can remove only add-on applications, patches and extensions that you install; you cannot remove the applications that reside in the ROM portion of your Palm III organizer.

To remove an add-on application:

1. Tap the icon on the Palm III organizer screen to open the Applications Launcher.
2. Tap the icon on the Palm III organizer screen to open the Applications Launcher menus.
3. Tap Delete from the App menu to open the Delete dialog.

4. Tap the application that you want to remove.
5. Tap the Delete button to display a confirmation message.
6. Tap the Yes button to indicate that you want to remove the application from your Palm III organizer.
7. Tap the Done button to close the Delete dialog and return to the Applications Launcher.

Removing Palm Desktop Software

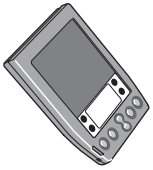
If you no longer want to use the Palm Desktop software, you can remove it from your computer.

To remove the Palm Desktop software:

1. Select Settings and then Control Panel from the Start menu to open the Windows Control Panel.
1. Double-click the Add/Remove Programs icon.
2. On the Install/Uninstall tab, select Palm Desktop from the list.
3. Click the Add/Remove button.
4. Click Yes to confirm that you want to remove the application.

Chapter 5

Getting Help With Your Palm III™ Organizer



There are several ways to get help with your Palm III™ connected organizer. You can display online tips on your Palm III organizer and you can review the troubleshooting section in this chapter and on your Palm™ Desktop software CD or diskettes. If you need additional assistance, there are several ways to contact 3Com® Technical Support. This chapter provides details on each of these methods.

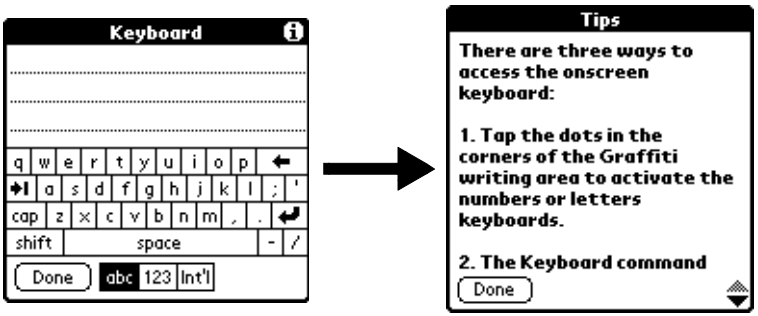
Displaying Online Tips

Many of the dialogs that appear on your Palm III organizer contain an online tips icon in the upper-right corner. Online tips contain a summary of what is required by the dialog, shortcuts for using the dialog or other useful information.

Online tips always relate to the function that you are currently performing with your Palm III organizer. Each dialog has its own online tips that relate to that specific dialog.

To use the online tips:

1. Tap the ⓘ icon in the upper-right corner of a dialog to open the Tips dialog.


Keyboard
q w e r t y u i o p
a s d f g h j k l ; '
cap z x c v b n m , .
shift space - /
Done abc 123 Int'l
Tips
There are three ways to access the onscreen keyboard:
1. Tap the dots in the corners of the Graffiti writing area to activate the numbers or letters keyboards.
2. The Keyboard command
Done

2. After you review the Tips dialog, tap the Done button.

Troubleshooting

If you encounter a problem with your Palm III organizer, look in this section for the description that most closely matches the symptoms you observe and try the suggestions listed.

Important: For troubleshooting tips not included in this handbook, refer to either the README.TXT file or the HelpNotes file located in the Palm Desktop directory. These files are also on the installation CD-ROM (and diskettes).

Installation Troubleshooting

Do not place your Palm III organizer in the cradle while installing the Palm Desktop software. If the Palm III organizer is in the cradle, the installation program may incorrectly detect that a modem is attached to one of your available serial ports.

HotSync® Troubleshooting

A Local HotSync operation does not complete successfully:

- Make sure HotSync Manager is running. If HotSync Manager is running, exit and restart it.
- Make sure you selected Local from the HotSync Manager menu or the Palm Desktop menu.
- Check the cable connection between the Palm III organizer cradle and the serial port on your computer.
- Make sure you selected the correct serial port on the Local tab in the Setup dialog. It should be set to the port where you connected the Palm III organizer cradle.
- Try a lower baud rate setting on the Local tab in the Setup dialog.
- Make sure you are not running another program — such as America Online, CompuServe or WinFax — that uses the serial port you selected in the Setup dialog box.
- Read the HotSync Log for the user account for which you are performing a HotSync operation.

A Modem HotSync operation does not complete successfully:

Check the following on your computer:

- Make sure your computer is turned on, and that it does not shut down automatically as part of an energy-saving feature.

- Make sure the modem connected to your computer is turned on and is connected to the outgoing phone line.
- Confirm that your modem doesn't have an auto-off feature enabled.
- Make sure the modem is connected properly to a serial port on your computer and is connected to the incoming phone line.
- Confirm that the Setup String in the Setup dialog box configures your modem correctly. You may need to select a different Modem Type or enter a custom Setup String. Most modems have a Setup String that causes them to send initial connection sounds to a speaker. You can use these sounds to check the modem connection.
- Confirm that the Speed setting in the Setup dialog box is appropriate for your modem.
- If you have problems using the As Fast As Possible option or a specific speed, try using a slower speed.
- Make sure you selected Modem from the HotSync Manager menu.
- Make sure you are not running another program — such as America Online, CompuServe or WinFax — that uses the serial port you selected in the Setup dialog box.
- Make sure your modem resets before you try again. (Turn off your modem, wait a minute, then turn it back on.)

Check the following on your Palm III organizer:

- Make sure you are using the Palm modem cable to connect to your modem.

Important: Do not attempt to use other cables to connect a Palm III organizer to a modem.

- Check the modem cable connection between your Palm III organizer and your modem.
- Confirm that your modem is turned on.
- Make sure the modem you are using with your Palm III organizer has an on-off switch. Your Palm III organizer cannot “wake up” a modem that has an auto-off feature.
- Make sure the dialing instruction dials the correct phone number.
- If you need to dial an outside line prefix, make sure you selected the Dial Prefix option on your Palm III organizer and entered the correct code.

- If the telephone line you are using has Call Waiting, make sure you selected the Disable call waiting option under Modem Sync Phone Setup on your Palm III organizer and entered the correct code.
- Make sure the telephone line you are using is not noisy, which can interrupt communications.
- Make sure your modem resets before you try again. (Turn off your modem, wait a minute, then turn it back on.)

General Troubleshooting

Palm III organizer does not turn on:

- Adjust the contrast control.
- Make sure batteries are installed properly.
- Replace the batteries. If your Palm III organizer still does not operate, try a soft reset; see "Resetting Your Palm III™ Organizer."

Low battery warning after replacing the batteries:

- The battery warning message may appear immediately after replacing the batteries. In addition, if you check the battery gauge in the Applications Launcher *immediately* after replacing the batteries, the gauge may start at "empty" and slowly rise to "full." This is normal. It takes a few minutes for the battery gauge to accurately show the condition of the batteries.

No sound:

- Check the System Sound option in the General Preferences screen. If the option is set to off, there will be no sound. See "General Preferences" in the *Applications Handbook for the Palm III Organizer* for more information.

Palm III organizer turns itself off:

- Your Palm III organizer is designed to turn itself off after a period of inactivity. This period can be set at one minute, two minutes or three minutes. Check the "Auto-off after" setting in the General Preferences screen, and change the setting if you need a longer delay before the automatic shutoff feature activates. See "General Preferences" in the *Applications Handbook for the Palm III Organizer* for more information.

Palm III organizer doesn't recognize my handwriting:

- For your Palm III organizer to recognize handwriting input with the stylus, you need to use the Graffiti® character strokes. See "Writing With the Stylus" for information about how to write Graffiti character strokes.
- Make the Graffiti character strokes in the Graffiti writing area — not on the display part of the screen.
- Make sure you are writing the strokes for letters in the left-hand side, and the strokes for numbers in the right-hand side of the Graffiti writing area.
- Make sure that Graffiti is not shifted into extended or punctuation modes. See "Writing With the Stylus" for information about shifting into and out of punctuation modes.

Tapping the screen buttons or icons does not activate the corresponding feature:

- Recalibrate the digitizer. Choose Digitizer from the Preferences application pick list and follow the directions on the screen.

When I tap the icon, nothing happens:

- Not all applications or screens have menus. Try changing to a different application.

A message appears stating that your Palm III organizer memory is full:

- Delete unused memos and records. If necessary, you can save these records on your computer using the Save Backup Copy option that appears in the Delete dialogs.
- Purge the Date Book and To Do List applications. This deletes complete To Do items and past Date Book events from the memory of your Palm III organizer. Note that you may need to perform a HotSync operation to recover the memory.
- If you have installed additional applications on your Palm III organizer, remove them to recover memory.

Beamed data does not transmit:

- Confirm that the 3Com connected organizers are between five centimeters (approximately 2") and one meter (approximately 40") apart, and that the path between the two devices is clear of obstacles.

When receiving beamed data an out of memory message appears:

- Your Palm III organizer requires at least twice amount of memory available as the data you are receiving. For example, if you are receiving a 30K application, you must have at least 60K free.

Security Troubleshooting

I forgot the password, and my Palm III organizer is not locked:

- You can use the Security application to delete the password. If you do this, your Palm III organizer deletes all entries marked as Private. However, you can perform a HotSync operation *before* you delete the password: the HotSync process backs up all entries, whether or not they are marked private. In this case, the following procedure restores your private entries and lets you access them:

  1. Use the Palm Desktop software and the Palm III organizer cradle to synchronize your data.
  2. Tap the Forgotten Password button in the Security application to remove the password and delete all Private entries.
  3. Perform a HotSync operation to synchronize your data and restore the private entries by transferring them from your computer to your Palm III organizer.

I forgot the password and my Palm III organizer is locked:

- If you assign a password and lock your Palm III organizer, you must perform a hard reset to continue using your Palm III organizer. See “Resetting Your Palm III™ Organizer” for details.

Applications Troubleshooting

The following troubleshooting tips are specific to the various Palm III organizer applications.

Tapping the Today button doesn’t display the current date:

- Your Palm III organizer is not set to the current date. Make sure the Set Date box in the General Preferences screen displays the current date. See “General Preferences” in the *Applications Handbook for the Palm III Organizer* for more information.

Entries seem to be missing in various applications:

- Check the Categories pick list (upper-right corner of the screen). Choose All to display all of the records for the application.
- Check the Security application and make sure that the Private Records setting is set to Show private records.

Memo Pad application:

- If you cannot manually arrange the order of the memos in the List screen, check the Memo Preferences setting. Make sure that Sort by is set to Manual.
- If you choose to view your memos alphabetically on Palm Desktop and then perform a HotSync operation, the memos on your Palm III organizer still appear in the order defined in the Memo Preferences setting. In other words, the sort settings that you use with Palm Desktop *are not* transferred to your Palm III organizer.

Date Book application:

- In the Week View, you cannot select overlapping events that have the same start time. If you have two or more events with the same start time, choose the Day View for the particular day to see the overlapping events.

Technical Support, Service and Repair

If you have a problem using your Palm III organizer, make sure you have reviewed the following:

- The "Troubleshooting" section earlier in this chapter
- The README file and HelpNotes located in the folder where you installed the Palm Desktop software on your computer (or on your installation CD or diskettes)
- The Palm Desktop software Online Help
- The most recent Palm III organizer HelpNotes on your regional web site (listed later in this section)

For further assistance, you can contact your regional technical support office by e-mail, phone or fax. Before requesting support, please experiment a bit to reproduce and isolate the problem. When you do contact support, please be ready to provide the following information:

- The version of Windows you are using
- The actual error message or state you are experiencing
- The steps you take to reproduce the problem

If you need information about Palm Computing products, would like to order 3.5" diskettes for your Palm Desktop software or want to purchase accessories. See "Information and Accessories" later in this chapter.

Technical Support

United States

Web site: http://www.palm.com
Email: support@palm.com
Phone: 847 676 1441

Canada

Web site: http://www.palm.com
Email: support@palm.com
Phone: 905 305 6530
Fax: 905 479 3032

Latin America

Web site: http://www.3com.com
Email: latinamericasupport@palm.3com.com
Phone: 800 497 8771
Fax: 800 510 8771
Please refer to the Worldwide Customer Support card for a complete list of numbers.

U.K.

Web site: http://www.palm-europe.com/uk
Email: eurosupport@palm.3com.com
Phone: 0171 867 0108
Fax: +31 20 586 4680

Other Europe, Middle East, Africa

Web site: http://www.palm-europe.com
Email: eurosupport@palm.3com.com
Phone: +31 20 586 4681
Fax: +31 20 586 4680

Australia

Web site: http://www.palm-au.com
Email: support@palm-au.com
Phone: 1800 678 515

New Zealand

Web site: http://www.palm-nz.com
Email: support@palm-nz.com
Phone: 0800 446 398

Asia Pacific

Web site: http://www.3com.com
Email: asiasupport@palm.com
Phone: 1800-678-515

Information and Accessories

To order 3.5" diskettes of the Palm Desktop software or accessories for your Palm III organizer, please contact your regional office:

United States

Phone: 800 881-7256
Fax: 800 861-2940

Canada

Phone: 800 891-6342
Fax: 800 861-2940

Latin America

See your local retailer or
visit the Web site http://www.3com.com

U.K.

Phone: 0800 7311 064
Fax: 0800 960 273

Other Europe, Middle East, Africa

Phone: +31 55 384 364
Fax: +31 555 434 455

Australia

Phone: 1800 644 606
Fax: 1800 673 313

New Zealand

Phone: 0800 445 323
Fax: 0800 445 322

Asia Pacific

Phone: +852 2501 1111 (Hong Kong)
Fax: + 852 2537 1149 (Hong Kong)
Please refer to the Worldwide Customer Support card for a complete list of locations.

Corporate Offices

The following is a list of our corporate offices. *Do not* contact these offices for technical support or other questions regarding the use of your Palm III organizer.

North America

United States
1565 Charleston Rd.
Mountain View, CA 94043
USA

Canada
1100 Burloak Drive, 5th Floor
Burlington, ON L7L 6B2
Canada

Europe, Middle East, Africa

Europe, Middle East Africa
Tour Kupka A
18 rue Hoche
F-92980 Paris La Defense
France

United Kingdom
220 Wharfdale Rd.
Winnersh, Wokingham
Berkshire
RG41 5TP
UK

Asia Pacific Rim

Japan
Shinjuku Sumitomo Bldg. 23F
2-6-1 Nishi-Shinjuku
Shinjuku-ku
Tokyo 163-02
Japan

Hong Kong
23rd Floor,
Li Po Chun Chambers
189 Des Voeux Road
Central Hong Kong

Australia, New Zealand
Level 7
99 Walker Street
North Sydney, NSW 2060
Australia

Latin America

Latin America Headquarters
5400 Bayfront Plaza
Santa Clara, CA 95052-8145
USA

Brazil
Rua Verbo Divino,
1661 1 Andar CJ. 13
Sao Paulo SP 04719-002
Brazil

Chapter 6

Maintaining Your Palm III™ Organizer

This chapter provides information to help you take proper care of your Palm III™ connected organizer and prolong battery life. It also discusses how to reset your Palm III organizer.

Caring for Your Palm III Organizer

Your Palm III organizer is designed to be rugged and reliable and to provide years of trouble-free service. However, you should observe the following general tips when using your Palm III organizer:

- Take care not to scratch the screen of your Palm III organizer. When working with your Palm III organizer, use the supplied stylus or plastic-tipped pens intended for use with a touch-sensitive screen. Never use an actual pen or pencil or other sharp object on the surface of the Palm III organizer screen.
- Your Palm III organizer is not waterproof and should not be exposed to rain or moisture. Under extreme conditions, water may enter the circuitry through the front panel buttons. In general, treat your Palm III organizer as you would a pocket calculator or other small electronic instrument.
- The touch-sensitive screen of your Palm III organizer contains a glass element. Take care not to drop your Palm III organizer or subject it to any strong impact. Do not carry your Palm III organizer in your back pocket: if you sit on it, the glass may break.
- Protect your Palm III organizer from temperature extremes. Do not leave your Palm III organizer on the dashboard of a car on a hot day, and keep it away from heaters and other heat sources.
- Do not store or use your Palm III organizer in any location that is extremely dusty, damp or wet.
- Use a soft, damp cloth to clean your Palm III organizer. If the surface of the Palm III organizer screen becomes soiled, clean it with a soft cloth moistened with a diluted window-cleaning solution.

Battery Considerations

Please note the following considerations when replacing the batteries in your Palm III organizer:

- Under normal conditions, your Palm III organizer batteries should provide several months of use. You can conserve battery life by minimizing the use of the backlight feature, and changing the "Auto-off after" setting that automatically turns the Palm III organizer off after a period of inactivity (see "General Preferences" in the *Applications Handbook for the Palm III Organizer*).
- If the batteries become low in the course of normal use, an alert appears on the Palm III organizer screen describing the low battery condition. If this alert appears, perform a HotSync® synchronization to back up your data before you replace the batteries. This helps prevent accidental data loss.
- When replacing the batteries, begin by turning your Palm III organizer off (so there is no screen display). Never remove the batteries while your Palm III organizer is turned on.
- When replacing the batteries, always use good quality batteries of the same type. Use only alkaline batteries with your Palm III organizer.
- When you remove the batteries, the built-in backup power of your Palm III organizer maintains memory data **for a period of up to one minute.** Whenever you remove the batteries, replace them immediately. If you encounter any difficulties in the course of battery replacement, reinstall the original batteries and wait a few minutes for the backup power to recharge.
- If the batteries drain to the point where your Palm III organizer does not operate, it stores your data safely for about a month. In this case, there is enough residual energy in the batteries to store the data, but not enough to turn on your Palm III organizer. If your Palm III organizer does not turn on when you press the green power button, you should replace the batteries immediately.
- If you leave drained batteries in your Palm III organizer for an extended period of time, you can lose all of the stored data. If this happens, replace the batteries and use the reset button to reset your Palm III organizer. (See "Resetting Your Palm III™ Organizer" later in this chapter for details.) After you reset your Palm III organizer, perform a HotSync operation to restore the data from your computer.

Resetting Your Palm III Organizer

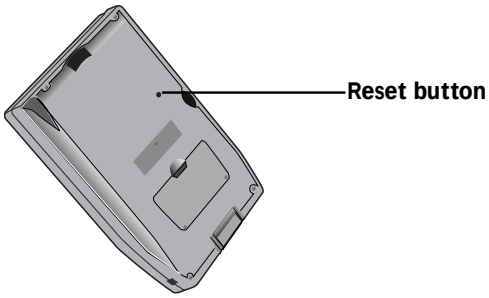
Under normal circumstances, you will never have to use the reset button. However, on rare occasions your Palm III organizer may "hang" (no longer respond to buttons or the screen). In this case, you need to perform a reset to get your Palm III organizer running again.

Performing a Soft Reset

A soft reset tells your Palm III organizer to stop what it's doing and start over again. All records and entries stored in your Palm III organizer are retained with a soft reset. After a soft reset, the Welcome to Palm III organizer screen appears followed by the General Preferences screen (to set time and date).

To perform a soft reset:

- Use the tip of an unfolded paper clip (or similar object *without* a sharp tip) to gently press the reset button inside the hole on the back panel of your Palm III organizer.



Performing a Hard Reset

A hard reset also tells your Palm III organizer to start over again. With a hard reset all records and entries stored in your Palm III organizer are erased. *Therefore, never perform a hard reset unless a soft reset does not solve your problem*.

Note: You can restore any data previously synchronized with your computer during the next HotSync operation.

To perform a hard reset:

1. Hold down the green power button on the front panel of the Palm III organizer.
2. While holding down the power button, use the tip of an unfolded paper clip (or similar object *without* a sharp tip) to gently press the reset button.
3. When a message appears on the Palm III organizer screen warning that you are about to erase all the data stored on your Palm III organizer, do one of the following:

   - Press the upper half of the scroll button on the front panel of the Palm III organizer to complete the hard reset and display the Digitizer screen.
   - Press any other button to perform a soft reset.

Note: With a hard reset, the current date and time are retained. Formats Preferences and other settings are restored to their factory default settings.

Limited Warranty

HARDWARE: Palm Computing, Inc., a 3Com company (collectively, "3Com"), warrants to the original purchaser ("Customer") that this product will be free from defects in workmanship and materials, under normal use, for one year from the date of original purchase from 3Com or its authorized retailer. If this product does not operate as warranted above during the applicable warranty period, 3Com may, at its option and expense, replace the defective product or part with a comparable product or part, repair the defective product or part, or, if neither replacement nor repair is reasonably available, refund to Customer the purchase price for the defective product or part. Proof of date of original purchase will be required. Replacement products or parts may be new or reconditioned. 3Com will warrant replaced or repaired products or parts and hardware upgrades to which Customer is entitled by agreement between Customer and 3Com for a period of ninety (90) days from shipment of such product, part or upgrade, or through the end of the original warranty, whichever is longer. All products or parts that are replaced become the property of 3Com.

Accessory products, as listed in the applicable 3Com catalog, are not covered under this Limited Warranty except for the PalmPilot modem and the cradles, cables, and memory upgrades. 3Com shall not be responsible for Customer's software, firmware, information, or memory data contained in, stored on, or integrated with any products returned to 3Com for repair, whether under warranty or not.

SOFTWARE: 3Com warrants to Customer that the software programs licensed from it will perform in substantial conformance to the program specifications therefor for a period of ninety (90) days from the date of original purchase from 3Com or its authorized retailer. 3Com warrants the media containing software against failure during the warranty period. Proof of date of purchase will be required. No updates are provided. The sole obligation of 3Com with respect to this express warranty shall be (at the discretion of 3Com) to refund the purchase price paid by Customer for any defective software products, or to replace any defective media with software which substantially conforms to applicable 3Com published specifications. 3Com makes no warranty or representation that its software products will meet your requirements or will work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

OBTAINING WARRANTY SERVICE: Customer must contact 3Com's Palm Computing, Inc. Technical Support or Customer Service within the applicable warranty period to obtain warranty service authorization. Dated proof of original purchase will be required. 3Com is not responsible for Customer products or parts received without warranty service authorization. In the United States, replacement products or parts will be shipped prior to receipt of the defective products or parts by 3Com, and repaired products or parts will be shipped as soon as reasonably practicable, which will be no later than thirty (30) days after receipt of the defective products or parts by 3Com. Repaired or replacement products will be shipped to Customer at 3Com's expense. The repair and replacement process for products or parts in locations outside of the United States will vary dependent on Customer's location.

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FCC Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The use of shielded I/O cables is required when connecting this equipment to any and all optional peripheral or host devices. Failure to do so may violate FCC rules.

Caution: Changes or modifications not covered in this manual must be approved in writing by the manufacturer's Regulatory Engineering Department. Changes or modifications made without written approval may void the user's authority to operate this equipment.

CE

Canadian RFI Statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Réglement sur le matériel brouilleur du Canada.

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